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ABSTRACT

This booklet serves as an introduction to the Employment and Training Administration (ETA) and describes the ETA's development and the services it provides to employers and jobseekers. It details programs, field services, history, prime objectives, and the 1978 legislation concerning ETA and CETA. Special areas discussed in detail are the employment service, unemployment insurance, youth, job corps, apprenticeship, older workers, veterans, other special groups, jobs in the private sector, research, and the work incentive program (WIN). Statistics for 1977 and individual remarks demonstrate ETA's past successes. Also included are samples of special services ETA has provided for employers, an index, and a list of addresses for further information in specific areas. (CT)

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ETA: Helping To Improve American Worklife

U.S. Department of Labor
Ray Marshall, Secretary

Employment and Training Administration
Ernest G. Green
Assistant Secretary for Employment and Training

1978

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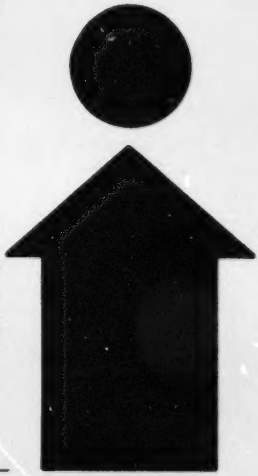
Workers and Jobs

If you're like most Americans, when you're not working, the first thing you want is a job. And if you can't get a job right away, you want money to tide you over until you do get one.

If you're an employer and you've relocated your factory, or you have a new contract that calls for additional workers, or you just need replacements for people who quit or retire, you need somewhere to go to get them.

The Employment and Training Administration (ETA) of the U.S. Department of Labor can help solve these problems. ETA is composed of the former Bureau of Employment Security (now the U.S. Employment Service and the Unemployment Insurance Service); the Bureau of Apprenticeship and Training; and offices handling research, development, and evaluation; youth programs including the Job Corps; national programs for welfare recipients and others; and public service employment and comprehensive employment and training projects. People in ETA headquarters in Washington, D.C.; workers in State and local employment service and unemployment insurance offices; and Governors, Mayors, county executives, and other local leaders—all have a part in seeing that you get the help you need. How do they do that? Through programs aimed at:

- Getting workers jobs right away if they qualify.



- Giving them training if they need it.
- Testing and counseling people as to what kind of work they can do best.
- Providing special services to veterans, the handicapped, ex-offenders, the poor, youth, older workers, and minority members.
- Recommending language instruction for job-seekers who need to speak (or write) English on the job.

ETA and its affiliates in the field help employers by:

- Recruiting, testing, screening, and referring people for all occupations.
- Locating workers with the special skills required by the employer.
- Providing employers with funds to train people on the job.
- Telling them about tax credits they can get for hiring workers.

Some programs go back many years. Apprenticeship, for example, predates our Nation's beginnings. Other programs started about 45 years ago when Congress passed the Wagner-Peyser Act, which established a Federal-State labor exchange system to get jobs for people who wanted them and workers for employers who wanted to hire them. And Federal involvement in job training and other activities to help unemployed people qualify for skilled jobs began in the 1960's.

The Federal-State employment security system was created during the Great Depression and cut its teeth establishing methods of paying unemployment insurance benefits to millions of unemployed workers. As defense production increased at the outbreak of World War II, the picture changed. The system shifted from paying UI benefits to the jobless to finding workers for employers whose businesses were booming. The years in between saw the develop-

ment of many programs—counseling, testing, job development—which are still in place.

After World War II, there were major industrial and economic changes in the country, and the States and the Federal Government introduced new measures to deal with new problems. In 1962, aware of the prospective negative impact of technology on the demand for workers, Congress passed the Manpower Development and Training Act (MDTA) to retrain workers who would lose their jobs to machines; to study the nature and the causes of unemployment; and to use the results of that study to prevent or minimize its impact.

But technology proved less threatening than anticipated, and MDTA programs concentrated on the true victims of economic downturns—the poor, the untrained, the uneducated, the individuals usually left jobless in a less than full-employment market. Programs to train and retrain workers, to develop jobs for the unemployed, to provide income to young people and encourage them to finish their schooling were established under MDTA and the 1964 Economic Opportunity Act (EOA). Some were run by city governments, States, and educational systems; but for a decade, most were administered directly by the Federal Government.

Then in 1973 Congress passed the Comprehensive Employment and Training Act (CETA), which changed the methods of operating employment and training programs. On the principle that those nearest to the problem are best able to devise solutions, the law specified that responsibility for operating programs should be shifted to States, cities, counties, and combinations of local units with populations of 100,000 or more. These units,

called prime sponsors, receive Federal grants to:

- Make people aware of programs.
- Provide comprehensive training and employment services.
- Give trainees allowances, medical care, and child care.
- Provide public service jobs.
- Demonstrate innovative programs.

The Federal Government, acting through the Employment and Training Administration, sets standards for the programs and monitors them to see that they are run in accordance with the regulations. It also retains responsibility for running some programs from national headquarters, such as those for special target groups—Indians, the handicapped, and non-English-speaking people, for example. The apprenticeship program authorized by the National Apprenticeship Act of 1937 and research and development under CETA are also run by national staffs. Still other efforts, such as the Work Incentive Program and the Young Adult Conservation Corps, are joint efforts of the Department of Labor and other Cabinet departments.

In 1978, Congress reauthorized CETA for an additional 4 years making some changes in program operations but retaining the principle of local responsibility.

The 1978 legislation

- Targets programs, especially training, more directly to the poor.
- Establishes stronger controls to assure that funds are used properly and efficiently.
- Increases the participation of private employers.
- Includes a provision for conducting welfare reform demonstration projects.

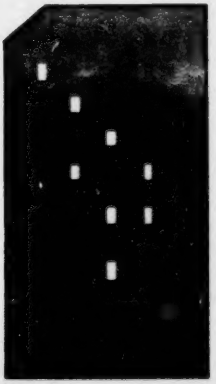
Although all programs have the same objective—to get people jobs and to provide workers for employers—there are so many programs, they are so diverse, and they are so decentralized that no document could cover them all in detail. This pamphlet explains the major efforts in which the Department of Labor's Employment and Training Administration plays a part.

The Employment Service

The Federal-State network of nearly 2,500 local employment service offices works directly with jobseekers, employers, and the 450 prime sponsors that operate programs under the Comprehensive Employment and Training Act. Employment service staff make over 5 million placements annually and provide a wide range of services to both employers and workers.

The employment service (or Job Service, a title adopted by 47 States)* helps employers by:

- Screening, selecting, and referring workers to employers with jobs to fill, often setting up special work groups to do so, such as when a new business or industry comes to town or when mass layoffs are anticipated.
- Providing labor market information for the use of employers in planning operations or developing work schedules.
- Making up-to-date information on applicants available.



*The terms employment service, Job Service, and public employment service are all used to denote the network of 2,500 offices that provide the services described. The U.S. Employment Service (USES) is the Federal partner in this network. From its headquarters in Washington, it provides broad national guidelines to the States, which operate the programs.

Help to jobseekers includes:

- Information about job opportunities, such as daily computerized printouts of jobs that jobseekers can screen for themselves.
- Emp yment counseling to assist applicants in evaluating their abilities and interests so they can choose, prepare for, and adjust to a satisfying field of work.
- Aptitude and proficiency testing to identify special abilities for specific jobs or fields of work.

Because many young people make career choices without adequate information, the Job Service in most States has compiled information on careers, occupations, and occupational outlook that is helpful to students and others who wish to learn about the world of work. Likewise, the U.S. Employment Service produces monographs and booklets on the opportunities and career possibilities in various industries.

The *Dictionary of Occupational Titles,* first published in 1939, filled the need expressed by employers, educators, trainers, and placement officers for a common standard for defining jobs and the abilities, aptitudes, education, and other characteristics of workers to fill them. Now in its fourth (1978) edition, the *Dictionary,* a 1,400-page volume containing descriptions of 21,000 jobs, is an internationally acclaimed authority on job content.

Alien certification is a responsibility of the Secretary of Labor carried out through the Federal-State employment service system. When an alien wishes to enter the United States in order to work here, the Secretary of Labor must certify that: (1) No qualified American workers are available, willing, and able to do the work and (2) hiring an alien will not adversely affect U.S. workers similarly employed.

An alien must be sponsored by an employer who has recruited through the Job Service and has been unable to find qualified U.S. workers at prevailing wages and working conditions.

Unemployment Insurance

The unemployment insurance (UI) program protects American workers against the personal catastrophe of being out of work and having nothing to live on. Set up under the Social Security Act of 1935, it pays UI benefits to workers who qualify according to the unemployment insurance laws in their State. In addition to the State programs, financed primarily by an employer tax, there are federally financed programs for ex-service personnel and Federal workers.

Unemployment insurance is not a welfare program. Workers earn their rights to UI benefits by being part of the work force for a specified period and because, in most instances, their employers contribute to the fund.

The gains to individual workers add up to a considerable economic impact in times of recession. At such times, when the number receiving payments is high, the money the program pays out and workers spend to support their families goes a long way toward stabilizing the economy.

People who lose their jobs because of a disaster—a major flood or a hurricane, for example—are entitled to special assistance. And in cases where layoffs occur because of increased imports of foreign-made products, such as shoes or television sets, workers can receive weekly allowances and special help in getting another job.

Youth

Young people receive a large share of ETA's programing and funding. Because their unemployment rate was so high and their difficulties in breaking into the job market so great, in 1977 Congress passed the Youth Employment and Demonstration Projects Act, which set into motion several programs to meet the problem head on.

One, Youth Incentive Entitlement Pilot Projects, takes a new tack. Selected prime sponsors guarantee year-round employment to low-income young people willing to stay in school until they get a diploma.

Youth Community Conservation and Improvement Projects concentrate on out-of-school-youth. Most jobs—such as improving neighborhoods and maintaining natural resources—benefit the local community.

Youth Employment and Training Programs provide career opportunities and training and supportive services. The Young Adult Conservation Corps (YACC), similar to the Civilian Conservation Corps of the 1930's, provides work in parks, national forests, and recreation areas. The Departments of Labor, Agriculture, and the Interior work together to place young people in YACC.

The Secretary of Labor also allocates funds to communities to provide part-time summer jobs for economically disadvantaged young people 14 through 21. Jobs under the Summer Program for Economically Disadvantaged Youth (SPEDY) are with schools, hospitals, community service agencies, and other public and private nonprofit groups.

Job Corps

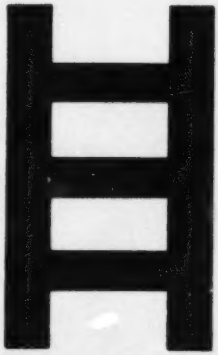
The Job Corps is another program aimed at economically disadvantaged young people.

Since 1965 when Job Corps opened its first center, more than 600,000 youth have lived, worked, and learned in the more than 60 centers located in the United States. The centers provide room and board, clothing, and a cash allowance, and the Corpsmembers learn skills that can get them jobs, such as auto repair, painting, and office work. Since some 85 percent of the enrollees have not finished high school, Job Corps has a special program to help them earn their diplomas.

Apprenticeship

Aimed, for the most part, at young people up to 27 years of age is the apprenticeship program. Apprenticeship combines on-the-job training with related technical instruction, and jobs are usually in the skilled trades such as carpentry, bricklaying, and auto repair. But in recent years occupations such as vending machine mechanic and emergency medical technician have been added to the list of apprenticeable trades. Apprentices work on construction sites, in factories, or at other locations in programs conducted by employers alone or jointly by unions and employers. Most apprentices serve 3 to 4 years and are paid a percentage of the journeyman rate, ranging from about 50 percent the first year to 95 percent in the final year of training.

ETA's Bureau of Apprenticeship and Training encourages industry and labor to operate programs and sets standards for their conduct. Its field staff and the staffs of State apprenticeship councils provide service to unions, employers, employer associations, trade associations, and workers throughout the United States. The Bureau works with State employment service agencies and minority organizations to open up apprenticeships to minorities and women. Apprenticeship Informa-



tion Centers, staffed by the Job Service in about 40 cities across the country, provide information and reach out in the community to attract Hispanics, blacks, and women to apprenticeship as a career ladder.

Older Workers

When people past 40 lose their jobs, they are usually out of work longer than younger workers are. And many of them—especially people who have worked for the same employer for years—need special help to locate and obtain jobs. The people in the Job Service have many ways of helping. They provide information about job openings and about skills in demand in the area where the applicant lives or in other sections of the State or country. They test workers to see if they have aptitudes for different kinds of jobs. They counsel workers and refer them to training and other programs to prepare them for jobs. There are also special programs to help older people, such as the annual National Employ the Older Worker Week during which the Job Service makes extra efforts to encourage employers to hire mature workers. And a program authorized by the Older Americans Act provides part-time jobs in day-care centers, hospitals, and other community services for economically disadvantaged older workers.

Veterans

Veterans, too, need help as they make the transition from military service to gainful civilian employment. Job Service offices have local veterans employment representatives who have special training and information to help veterans get jobs. Some programs that aim to smooth and speed the process are:

Help Through Industry Retraining and Employment under which the Nation's private business firms establish on-the-job training for jobless disabled and Vietnam-era veterans.

Public Service Employment under which jobs are made available in public agencies and nonprofit organizations.

Disabled Veterans Outreach Program under which disabled veterans work in Job Service offices to find and recruit disabled and Vietnam-era veterans for available jobs.

Veterans are, of course, entitled to all services of the Job Service and to priority consideration for jobs with employers who have Federal contracts of $10,000 or more.

Other Special Groups

Counseling, job finding, placement, and other services are available to all persons. However, because the employment problems of some groups are severe, special efforts are made to reach them, to make them aware of their right to service, and to provide special programs to meet their needs. Rural residents, native Americans, ex-offenders, migrant and seasonal farmworkers, handicapped individuals, non-English-speaking jobseekers—all may receive special services or be referred to specific programs operated under Labor Department authority or by other agencies or organizations.

Jobs in the Private Sector

Much of the emphasis in CETA programs during the high unemployment period of the mid-1970's was necessarily on public service employment. Programs in the private sector, on-the-job training for the most part, served a

disproportionately small share of CETA enrollees. But approximately 80 percent of the jobs in the United States are in the private sector.

Consequently, in 1978, responding to both the improved economic climate and the need to involve private enterprise in CETA, the President established a Private Sector Initiative Program (PSIP) to be operated by the 450 prime sponsors already running programs under the act. The program was included as title VII in the CETA reauthorization bill passed by Congress late in 1978.

Under PSIP, prime sponsors appoint Private Industry Councils (PIC's) representing local business, labor, education, and community interests. The councils can help prime sponsors make decisions about CETA programing, such as setting up training opportunities and marketing jobs with private employers.

The program began with planning grants to 34 areas located throughout the continental United States, which were selected as sites to demonstrate that PIC's can provide a link between prime sponsors and the business community. The PIC's work with prime sponsors to develop private industry programs to hire and train disadvantaged persons.

The National Alliance of Business (NAB) plays a leadership role in PSIP, utilizing its close contacts with business to develop support for the program and to encourage the active participation of the business community. Because of its extensive contacts, NAB can provide technical assistance to business, the PIC's, and ETA in such matters as planning conferences and field visits and disseminating information on successful program models.

Research, Development, and Evaluation

In order to see that people get suitable training and jobs, we have to know:

- How to improve measurement of current and future labor demand and supply and how labor market processes work to match them.
- How to identify groups with particular employment difficulties and how to help meet their problems.
- How effective various programs are in serving different groups.

Developing such information is the function of ETA's Office of Policy, Evaluation, and Research.

Research studies supply new knowledge about a wide variety of topics, and development projects test new ways of serving workers with particular job-related needs. The efforts involve not only ETA staff, but universities, research organizations, project sponsors, and many other groups. Studies contribute to:

- Formulating employment and training policy.
- Developing or improving programs and promoting more effective employee development, training, and utilization, including training to qualify people for positions of greater skill and responsibility and higher pay.
- Increasing knowledge about labor market processes.
- Enhancing job opportunities, reducing unemployment, and understanding its relationships to price stability.
- Improving national, regional, and local means of measuring future labor demand and supply.
- Meeting labor shortages.
- Easing the transition from school to work, from one job to another, from military service to civilian occupations, and from work to retirement.

- Providing opportunities and services for older persons who want to enter or reenter the labor force.
- Improving opportunities for employment advancement by reducing discrimination and disadvantage arising from poverty, ignorance, or prejudice.

The office prepares the President's annual report to Congress on the Nation's human resources. It also issues an annual volume that describes current research and development efforts and provides guidelines to those interested in applying for grants to fund projects. In addition, significant findings are published in research monographs and special studies.

CETA also provides for a National Commission for Employment Policy. This commission is an independent body, not a part of ETA. Its function is to identfity the Nation's employment and training needs and goals and to assess whether various programs are coordinated to meet such needs and goals, conduct studies and program evaluations, and report annually to the President and Congress, with emphasis on how better to coordinate diverse programs and develop national priorities.

The Work Incentive Program

The Work Incentive (WIN) Program helps people on Aid to Families with Dependent Children (AFDC) find jobs. WIN is operated jointly by the Departments of Labor and Health, Education, and Welfare through State employment services (or other human resources agencies) and welfare agencies in all States and Puerto Rico, the Virgin Islands, and Guam. It provides job information, help in looking for work, and services like child care and medical aid, as needed. People who cannot move into regular jobs at once may be

selected for work experience, WIN OJT (on-the-job training), or public service employmen

All persons receiving or applying for AFDC are required to register with the local WIN sponsor unless they are exempt. Exempt are children under 16, or under 21 if they attend school regularly; the sick, incapacitated, and elderly; people living too far from a WIN project to take part; people caring for a sick or incapacitated member of the household; mothers or other relatives caring for children under 6; and mothers or other women caring for children in homes where fathers or other male relatives register.

At WIN registration, AFDC applicants and recipients talk over their job qualifications and the kind of work they want to do and get information about job openings in their area. If they cannot move into jobs at once, the WIN staff works with them to plan—and then supply—the help they need to prepare for appropriate employment.

Work incentives—To make work more profitable than welfare alone, welfare agencies do not reduce a working mother's benefits a dollar for every dollar she earns. Instead, the first $30 of monthly earnings plus one-third of the remainder and the cost of work expenses like busfare and lunches are not counted in calculating welfare checks.

Tax credits—Employers benefit from tax credits they may claim for hiring workers on welfare. They may claim Federal income tax credit amounting to 20 percent of wages paid to these workers for up to 12 months of employment. Employers can take advantage of either the WIN credit for employers of WIN registrants or the welfare credit for employers of workers who have been on AFDC for at

least 90 days. For the welfare tax credit, workers may be, but do not have to be, WIN registrants.

What Does All This Add Up To?

For fiscal year 1977, it adds up to—

- 725,000 people working in temporary public service jobs they got through the CETA program.
- 250,000 young men and women—increasingly minorities—on their way, through apprenticeship, to well-paying careers in the skilled trades.
- 9.5 million individuals interviewed, counseled, and served by the public employment service, 4 million of them placed in jobs.
- 721,000 veterans placed in jobs.
- 388,000 older workers who got jobs through the public employment service.
- 42,000 young men and women enrolled in Job Corps, 90 percent of whom, following an 11-year trend, will go on to college, get jobs, or enter the Armed Forces.
- 1 million economically disadvantaged youth provided summer jobs.
- 9.5 million workers who received unemployment insurance benefits.
- 207,000 handicapped individuals placed in jobs or training.
- 60,000 Indians, Eskimos, Aleuts, and other native Americans served by CETA programs.
- 113,000 workers who had been laid off or put on short time because of foreign trade competition who received payments under the Worker Adjustment Assistance Program.
- 276,000 men and women who had been welfare recipients placed in jobs through the Work Incentive Program.
- 95,000 individuals left jobless because of tornadoes, storms, floods, and other disasters who received disaster unemployment compensation.

And, in Terms of Individuals—

Josephine Kelly, New Haven, Conn., former welfare recipient, with a 5-year-old daughter to support and no work prospects, is now a union painter making $4.50 an hour thanks to the work of Recruitment and Training Program (R-T-P), an organization funded by CETA and established to find and place minorities (including women) in apprenticeship.

Liz Frakes, Sonoma County, Calif., who described herself as a "rebellious kid who was never going to settle down" completed a CETA program and is now a technician with an energy conservation engineering firm in San Rafael.

Mike Reynolds (not his real name), Key West, Fla., 18 years old with a history of drugs, alcohol, and crime, enrolled in the Florida Keys Marine Institute program funded by CETA and is making it in a highly disciplined program that prepares trainees for jobs in boat building and repair and other marine work. "If it wasn't for this program," Mike says, "I'd be in the State Home."

Mike Nelson, Parkview (Wis.) High School student got an after-school job as a motel porter through a program in which the Job Service provides career information and special help to students. Counselors and placement specialists are stationed at the schools and job information and openings are posted. "There were a lot of restaurant openings and a farm implement job, but I picked the motel job," Mike says. "Who knows, in a couple of years I might be manager."

Joe Callaway was unemployed and out of school before he enrolled in the YACC program at the Patuxent Wildlife Research Center in Maryland. Today he's helping scientists by measuring tree growth and feeding data on

birds into a computer. He can stay in the program for a year and then go on to a better job. "They're being paid (the minimum wage) and they're here to work," says the supervisor of the young enrollees, pointing out that the refuge and wildlife centers are gaining and the young people are gaining. "For the life of me," he concludes, "I don't find the loser."

Rita Shane (not her real name), a 33-year-old Indian mother of four, registered for the WIN Program and got a job as a coordinator in the United Indian Tribes employment and training program. She started at $630 a month, is doing outstanding work according to her supervisor, and has had several salary raises.

What Else?

Special services to employers to fill unforeseen needs and to adjust to economic, labor market, industry, and other changes—

Volkswagenwerk. When the West German car manufacturer Volkswagenwerk (VW) AG decided to produce the subcompact Rabbit in this country, the Pennsylvania Bureau of Employment Security (BES) moved in. And it stayed in until 1,200 people were at work in Westmoreland, Pa. (The plant will ultimately employ 4,000 with an annual payroll of $95 million.)

It wasn't easy because Pennsylvania was competing with every other State except Alaska and Hawaii to have the plant located there.

But BES promised to :

- Analyze VW jobs and job requirements.
- Classify applicants by skill level.
- Develop media coverage.
- Set up full-time liaison with VW.

In the 2 years between selection of the site and the opening of the plant, BES opened a new office to handle VW recruitment; processed 40,000 applications; worked with police to avoid traffic problems when 1,226 applicants appeared in person in the 2-week recruiting period; and provided space in the ES office for VW supervisors to conduct final interviews.

The result was, in the words of Richard S. Cummings, plant manager, "the most successful joint government-industry venture in which I have ever participated."

Otani Hotel. When Luis Rendon, personnel manager for the new Otani Hotel and Garden, a 21-story Japanese-owned complex in Los Angeles, needed help, he turned to the California Employment Development Department (EDD). His requirements were unusual; since the hotel expected that 35 to 40 percent of its clients would be Asian (mostly Japanese), it needed workers fluent in Japanese for such jobs as concierge, telephone operators, receptionists, and doorkeepers. There were also the special hygienic requirements of the hotel and restaurant business. Recruiting for Japanese-speaking workers included ads in Asian language newspapers, recruitment efforts in Hawaii, and even an attempt to bring workers from Japan through the alien certification program.

Of the 180 employees on duty on opening day, more than half were recruited by EDD. The staff has more than doubled since, with 272 of the workers fluent in a variety of languages, including Russian, Tahitian, Chinese, Arabic, and Vietnamese. "The recruitment could not have been done without EDD," says Luis Rendon.

"The hotel was under construction during the recruitment period and had neither the space nor personnel to screen applicants."

Apprenticeship Credit. An employer who wants a skilled worker has a right to demand evidence that an applicant has experience. Heretofore evidence of apprenticeships served in the Armed Forces was inconclusive or, more commonly, nonexistent. Also, the skills acquired in military training were not readily comparable to those required for civilian trades.

Today under a program registered with the Bureau of Apprenticeship and Training, service personnel who serve apprenticeships receive certificates of completion identical to those awarded to civilians under registered programs. The employer can see the certificate and a log book that records work experience and equipment used. Also, because one of the first steps in the program was to cross-match military skills with industrial skills, employers can readily see the relationship between the military training and their skill needs.

Movie Making. Since *Tarzan of the Apes* (the silent version) was made in Louisiana in 1917, the State employment service has been doing special recruiting for film companies that come to the State because of its scenery and culture. Filmmakers have found the plantation homes, Bourbon Street, swamps, and forests ideal for location shots for Civil War romances and African jungle stories. When the Governor established a reorganized Film Commission in 1976 to handle the unusual—and almost always urgent—demand for workers, he told

the director, "Give those people any damn thing they want." And the Commission is working with the Louisiana employment service to do just that. A call Sunday night for four "rednecks" to be at a swamp in costume by 6:30 the next morning was filled almost routinely. Job orders have included requests for 500 extras for a Walter Matthau picture and for actors to appear with Cicely Tyson in *Jane Pittman* and *Sounder*. Employment service coordinators work with the filmmakers on the set, get substitutes for "no-shows," and on occasion handle payroll vouchers and payments to workers. The employers call the shots, and the employment service responds.

Index

Aid to Families with Dependent Children (AFDC) 16
Alien certification 8
Apprenticeship 11,18,22
Apprenticeship Information Centers 11
California Employment Development Department 21
Career opportunities 8
Comprehensive Employment and Training Act (CETA) 5,19
Counseling and testing 8
Disabled Veterans Outreach Program 13
Disadvantaged 13,16,18
Disaster Assistance 9,18
Dictionary of Occupational Titles 8
Economic Opportunity Act 5
Employers, Services to 4,7,20
Employment Security, Bureau of 3
Employment service 7
Ex-offenders 13
Handicapped 13,18
High school diploma 11
Indians 18
Job Corps 10,18
Job information 8
Job Service 7
Labor market information 7
Louisiana employment service 22
Manpower Development and Training Act (MDTA) 5
Migrant workers 13
Minorities 11,12,18

National Alliance of Business . . . 14
National Commission for Employment Policy . . . 16
Native Americans . . . 13,18
Non-English speaking . . . 13
Older workers . . . 12,18
Pennsylvania Bureau of Employment Security . . . 20
President's annual report to Congress . . . 16
Prime sponsors . . . 6
Private sector jobs . . . 13
Public employment service . . . 7
Public service jobs . . . 6,13,18
Research, development, and evaluation . . . 15
Rural residents . . . 13
Social Security Act . . . 9
Summer Program for Youth . . . 10
Tax credits for employers . . . 17
Unemployment insurance . . . 9
U.S. Employment Service . . . 3,7
Veterans . . . 12,18
Wagner-Peyser Act . . . 4
Where to get more information . . . 26,28
Wisconsin Job Service . . . 19
Women . . . 11
Worker Adjustment Assistance . . . 9,18
Work Incentive (WIN) Program . . . 16,18,20
Young Adult Conservation Corps . . . 10,19
Youth . . . 10, 11,18,19
—Community Conservation and Improvement Projects . . . 10
—Employment and Demonstration Projects Act . . . 10
—Employment and Training Programs . . . 10
—Incentive Entitlement Pilot Projects . . . 10

For More Information

For answers to specific questions

About	Get in touch with
Alien certification	The Job Service.* Look under State listings in the telephone directory.
Apprenticeship	The local State apprenticeship agency or the field office of the Bureau of Apprenticeship and Training. Check telephone directory under State and U.S. Government listings.
Career information	The Job Service.
CETA programs	The CETA prime sponsor in your area. It may be the Mayor's office, Governor's office, or county commissioners' office. If you can't find it, call the Job Service.
Disaster Assistance	Your State or local unemployment insurance office. Look under State listings in the telephone directory.
Getting a job	The Job Service.
Getting training	Job Service; State or local Apprenticeship or Bureau of Apprenticeship and Training office; CETA prime sponsor.
Hiring workers	The Job Service.
Job bank	The Job Service.
Job Corps	If there is a center in your area, it will be listed in the telephone directory. There is also a Job Corps representative in each of the 10 ETA regional offices.
Labor market conditions	The Job Service. Ask for labor market information or reports and analysis.
National programs	Employment and Training Administration, 601 D Street, NW., Washington, D.C. 20213.

*Titles vary, so check Job Service, Employment Service, Employment Development Division, Human Resources, Labor Department, etc.

Private Sector Initiative Program	The Private Industry Council, if there is one in your area, or the National Alliance of Business.
Public service employment	The CETA prime sponsor in your area.
Research	Employment and Training Administration, 601 D Street, NW., Washington, D.C. 20213.
Setting up a training program in your plant	The Job Service or CETA prime sponsor.
Special programs for Indians, migrants, minorities, offenders, professional workers, rural workers, Spanish- speaking, and other special groups	The Job Service, CETA prime sponsor, or (for programs for special groups run from the national office) Employment and Training Administration, 601 D Street, NW., Washington, D.C. 20213.
Tax credits for hiring workers	The Job Service. Ask for the WIN coordinator in your area.
Testing and counseling	The Job Service.
Trade Adjustment Assistance	Your State or local unemployment insurance office.
Unemployment compensation	Your State or local unemployment insurance office.
Veterans	The Job Service. Ask for the Veterans Employment Representative.
Work Incentive Program	The Job Service, the local welfare agency, or WIN coordinator in your area.
Youth programs	The Job Service or CETA prime sponsor.

The Employment and Training Administration maintains regional offices in 10 major cities in the United States. They have experts on the subjects discussed in this booklet. If you live or do business in Boston, New York, Philadelphia, Atlanta, Chicago, Kansas City, Dallas, Denver, Seattle, or San Francisco, visit, call, or write to the ETA Regional Administrator for information or assistance. (Look under U.S. Government for Department of Labor listings in the telephone directory.)

More detailed information on the programs described, as well as additional copies of this booklet, may also be obtained from:

Employment and Training Administration
U.S. Department of Labor
601 D Street, NW., Room 10225
Washington, D.C. 20213

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